

SEC Modification Proposal, SECMP0121, DCC CR4280

**Commissioning non-commissioned Devices after
Change of Supplier (CoS)**

Preliminary Impact Assessment (PIA)

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1 Executive Summary

Situations can arise where a SMETS2 Device is installed but not commissioned, and a Consumer could request a Change of Supplier (CoS) which will result in the Consumer not receiving smart services from their installed Device as the new Supplier does not have the Device Install Code. SECMP0121 proposes changes via the DCC Self-Service Interface (SSI) to allow the installing Supplier of a Device to provide the install code to a gaining Supplier within five Working Days.

The Change Board are asked to approve the following options for Full Impact Assessment:

- Total cost to complete the Full Impact Assessment of £10,762
- A timescale to complete the Full Impact Assessment of 30 working days
- ROM costs for SECMP0121, up to the end of Pre-Integration Testing (PIT) of between £150,000 and £350,000

Benefits

Currently there is no process for a SEC Party to commission an installed meter where they did not complete the installation. Consumers who change Supplier before their SMETS2 Devices can be commissioned will not be able to receive smart services from their meter. There is a large risk that these non-commissioned Devices will be removed or replaced, which not only causes inconvenience to Consumers but will incur a significant cost in terms of unnecessary site visits and stranded SMETS2 Devices. Implementing this Modification would provide a simple and secure method to prevent this situation arising with significant associated benefits to gaining suppliers and Consumers.

2 Document History

2.1 Revision History

Revision Date	Revision	Summary of Changes
12/05/2021	0.2	Initial version, DCC and DSP review

2.2 Associated Documents

This document is associated with the following documents:

Ref	Title and Filename	Source	Issue Date
1	MP121 business requirements v0.2	SECAS	07/04/2021
2	MP121 Modification Report v0.6	SECAS	07/04/2021

References are shown in this format, [1].

2.3 Document Information

The Proposer for this Modification is Paul Saker of EDF. The original proposal was submitted on 24th August 2020.

The Preliminary Impact Assessment was requested of DCC on 24th March 2021.

The terms "Device Install Code" and "Install Codes" have the same meaning and are used interchangeably throughout this document.

3 Context and Requirements

In this section, the context of the Modification, assumptions, and the requirements are stated.

The problem statement and requirements have been provided by SECAS and the Proposer.

3.1 Problem Statement

Suppliers are required to check if there is SM WAN coverage before attending a premises to install a SMETS2 Device. Situations can arise where a SMETS2 Device is installed but not commissioned. This can happen where the DCC WAN Coverage Database indicates that there will be WAN coverage to the premises but on arrival there is no coverage (known as 'reactive install and leave'), or where a smart meter needs to be installed but there is no current WAN coverage to the premises (known as 'proactive install and leave'). In these cases, Suppliers are required to install the Devices including a Communications Hub (CH), in a non-commissioned state, and then commission the CH once a WAN connection has been established.

In the case of no SM WAN coverage, the DCC has 90 days to address the WAN connectivity. In this time, a Consumer could request a Change of Supplier (CoS) which will result in the Consumer not receiving smart services from their installed Device as the new Supplier will not have the Device Install Code¹.

In summary, there is no process for a SEC Party to commission an installed meter where they did not complete the installation. There is a risk that these non-commissioned Devices will be removed or replaced, which not only causes inconvenience to Consumers but will incur a significant cost in terms of unnecessary site visits and stranded SMETS2 Devices.

The Proposed Solution is to place an obligation in the Smart Energy Code (SEC) that requires an installing Supplier of a Device to provide the install code to the gaining Supplier via the DCC Self-Service Interface (SSI) within five Working Days.

3.2 Business Requirements

This section contains the considerations and assumptions for each business requirement.

Req.	Requirement
1	Install codes to be made available via Self-Service Interface (SSI).
2	The gaining Supplier logs an incident on SSI as part of the incident management process.
3	The installing Supplier is notified of raised incident.
4	The gaining Supplier has the authority to close incident.
5	The installing Supplier is obliged to respond to the incident.

Table 1: Business Requirements for SECMP0121, CR4280

¹ This is commonly referred to as "Install Code", and has the same meaning.

3.2.1 Requirement 1: Install codes to be made available via Self-Service Interface (SSI)

The installing Supplier will make the install code of the switching Consumer's smart metering equipment available via the SSI. The SSI provides a secure mechanism for sharing data.

3.2.2 Requirement 2: The gaining Supplier logs an incident on SSI as part of the incident management process

In order to provide smart functionality to the Consumer, the gaining Supplier must obtain the install code from the installing Supplier who installed the smart metering equipment. This will be actioned by the gaining Supplier logging an incident on SSI through the incident management process.

3.2.3 Requirement 3: The installing Supplier is notified of raised incident

Once the gaining Supplier has logged the incident on SSI, a notification will be sent to the installing Supplier. The installing Supplier will then respond to the incident by making the install code available to the gaining Supplier via SSI.

3.2.4 Requirement 4: The gaining Supplier has the authority to close incident

Once the gaining Supplier has received a response from the installing Supplier, they will verify the install code for the smart metering equipment at the given premises. Once smart functionality has been obtained, the gaining Supplier will close the incident on SSI. Only the gaining Supplier will have the authority to do close the incident.

3.2.5 Requirement 5: The installing Supplier is obliged to respond to the incident

An obligation is to be included within the SEC for installing Suppliers to respond to the incident. If the installing Supplier fails to respond, the gaining Supplier would need to replace the current smart metering equipment or leave the Consumer without smart functionality.

3.3 Scope

It has been agreed by the Working Group and Proposer that in the case where a Supplier gains a Type 1 Device that has been installed without connecting to the SM WAN, the Supplier will be able to raise an incident via the DCC SSI, which the installing Supplier will be notified of and must respond to within five Working Days with the install code for that specific Device. The obligation for the installing Supplier to respond to the SSI incident within five Working Days will be codified into the SEC.

4 Description of Solution

The objective of this Modification is to provide a mechanism within SSI to make Device Install Codes available to gaining Suppliers of non-commissioned Devices.

Although not stated in the business requirements, in addition to the above, the DCC Service Management System (DSMS) is required to automatically assign the incident to the installing Supplier.

The DSP will introduce a new incident type to be used by the gaining Supplier for the purpose of creating the incident to request the Install Code. At the time of the incident creation SSI will mandate the entry of the Device ID for which the Install Code has been requested. SSI will then request DCC Total System to check the existence of the Device ID within the Smart Metering Inventory (SMI) and that the Device is in an appropriate state (to be agreed as part of the FIA), before passing the details to DSMS for creating the incident. It should be noted that SSI and DSP cannot establish whether the creator of the incident is the valid Supplier to the Device as the association information may not be available within DSP by then.

In order to allocate the incident automatically, DSMS will need to know the User ID of the installing Supplier from the DCC Total System. DCC Data Systems will determine the installing Supplier based on who has pre-notified the Device. DSMS will send a notification email to the installing Supplier indicating that an incident of type 'Request for Install Code' has been raised for them to take action.

The installing Supplier can then add the Install Code to the incident by way of a note. The installing Supplier will not be able to allocate the incident back to the gaining Supplier as DSMS does not allow a Service User to allocate an incident to another Service User. Such allocations need to be managed ordinarily by DCC Helpdesk. In case of an incident of type 'Request for Install Code', DSMS will send an email notification to the creator of the incident whenever an update is made to the incident by another Service User. It shall be noted that DSMS will not be able to verify whether the notes added by the installing Supplier contains an Install Code and the notification will be sent regardless.

On receipt of the notification email, the gaining Supplier may access the incident via SSI and close the incident if the Install Code has been received.

4.1 SSI Changes

SSI changes are required to support the new incident type with a Service Request Definition (SRD). SSI will also need to check if the supplied Device ID exists within the SMI.

4.2 DCC Service Management System Changes

The DSMS is required to create the new SRD (Service Request Definition) for the purpose of the new incident type. DSMS will need to query the User ID of the installing Supplier of a given Device from DSP. DSMS will need to assign the incident automatically to the installing Supplier and notify them using email. DSMS will also notify the creator of the incident whenever a note is added to the incident.

4.3 Data Management

Data Management changes will be required to introduce functionality to determine the installing Supplier, namely the Service User who has notified the Device based on the data held in the SMI.

4.4 Security Impact

No changes are expected to the existing DSP security controls as a result of this change. A more detailed Security impact will be carried out as part of the Full Impact Assessment.

4.5 Technical Specifications and Documentation

There are no changes to any of the Technical Specifications.

The following parts of the SEC will be impacted:

- Appendix AC 'Inventory Enrolment and Decommissioning Procedures'

SSI support materials should be updated to reflect these changes.

4.6 Infrastructure Impact

Additional processing and storage will be required for this Modification, but as a standalone change this does not warrant the procurement of additional compute power or storage. Note, however, that the aggregated impact of many such changes to the DSP solution will ultimately result in a reduction of the available processing headroom assumed as part of the original DSP agreement.

The Modification does not impact the DSP resilience or Disaster Recovery implementation.

4.7 Integration Impact

An initial estimate of the costs for integration (PIT) testing of the Modification are included in this PIA.

There is expected to be System Integration Testing (SIT) required for this change, but no User Integration Testing (UIT). However DCC is reviewing whether SSI changes should require UIT in future.

Integration testing will be evaluated in the FIA.

4.8 Application Support

No changes to Application Support are expected.

4.9 Service Impact

This Modification will have an impact on the ongoing service and it is likely that there will be some uplift in the Operational Charge. A more detailed service impact will be completed as part of the Full Impact Assessment.

No changes to SLAs or reporting are expected as a result of this change.

5 Implementation Timescales and Approach

Notwithstanding in which release this change is implemented, based on the currently stated requirements, the elapsed time for DSP implementation will be 3 to 6 months to PIT complete following the provision of full commercial cover.

The release lifecycle duration will be confirmed as part of the FIA.

6 Costs and Charges

The scope of supply under this PIA includes design, development (build), system testing, and testing within the PIT environments.

The Rough Order of Magnitude cost (ROM) shown below describes indicative costs to implement the functional requirements as assumed now. The price is not an offer open to acceptance. It should be noted that the change has not been subject to the same level of analysis that would be performed as part of a FIA and as such there may be elements missing from the solution or the solution may be subject to a material change during discussions with the DCC. As a result the final offer price may result in a variation.

The table below details the cost of delivering the changes and Services required to implement this Modification. For a PIA, only the Design, Build, and PIT indicative costs are supplied.

£	Design, Build and PIT, DSP Cost Range
SECMP0121	£150,000 – £350,000

Design	The production of detailed System and Service designs to deliver all new requirements.
Build	The development of the designed Systems and Services to create a solution (e.g. code, systems, or products) that can be tested and implemented. It includes Unit Testing (also referred to as System Testing), Performance Testing and Factory Acceptance Testing by the Service Provider or supplier.
Pre-Integration Testing (PIT)	Each Service Provider tests its own solution to agreed standards in isolation of other Service Providers. This is assured by DCC.

Based on the existing requirements, the fixed price cost for a Full Impact Assessment is **£10,762** for either option and would be expected to be completed in 30 days.

Appendix A: Glossary

The table below provides definitions of the terms used in this document.

Acronym	Definition
COS	Change of Supplier
CR	DCC Change Request
DCC	Data Communications Company
DSMS	DCC Service Management System
DSP	Data Service Provider
FIA	Full Impact Assessment
PIA	Preliminary Impact Assessment
PIT	Pre-Integration Testing
ROM	Rough Order of Magnitude (cost)
SEC	Smart Energy Code
SECAS	Smart Energy Code Administrator and Secretariat
SIT	Systems Integration Testing
SLA	Service Level Agreement
SMETS	Smart Metering Equipment Technical Specification
SM WAN, SMWAN	Smart Meter Wide Area Network
SRD	Service Request Definition
SSI	Self Service Interface
UIT	User Integration Testing